

ICC Docket No. 01-0662  
Ameritech Illinois Ex. 4.2 (Cottrell)  
Schedule MC – 1

June 3, 2002

JOHN M. DEMPSEY  
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(517) 487-4763

**Via Hand Delivery**

Dorothy Wideman  
Executive Secretary  
Michigan Public Service Commission  
6545 Mercantile Way  
Lansing, MI 48909

**Re: In the matter, on the Commission's own motion, to consider  
AMERITECH MICHIGAN'S compliance with the competitive checklist  
in Section 271 of the federal Telecommunications Act of 1996.  
Case No. U-12320**

Dear Ms. Wideman:

Please find enclosed for filing regarding the above-captioned matter the original and 15 copies the *SBC Ameritech Michigan's Supplemental Report on the Line Loss Notification Issue* and *Proof of Service*.

If you should have any questions, please contact me. Thank you.

Very truly yours,



John M. Dempsey

JMD/mds  
Enclosures  
cc: Parties of Record

C o u n s e l l o r s   A t   L a w

DETROIT   BLOOMFIELD HILLS   LANSING   GRAND RAPIDS   ANN ARBOR  
WASHINGTON, D.C.

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter, on the Commission's own motion,       )  
to consider Ameritech Michigan's compliance       )  
with the competitive checklist in Section 271 of       ) Case No. U-12320  
the federal Telecommunications Act of 1996.       )  
\_\_\_\_\_)

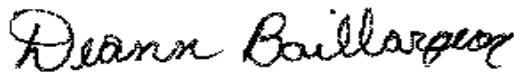
PROOF OF SERVICE

STATE OF MICHIGAN       )  
  ) ss.  
COUNTY OF INGHAM       )

Mindy D. Smith, being first duly sworn, deposes and says she is employed at Dickinson Wright PLLC; and that on June 3, 2002, she served a copy of ***SBC Ameritech Michigan's Supplemental Report on the Line Loss Notification Issue*** upon the attached service list via email and first class mail by depositing the same in a United States postal depository, enclosed in an envelope, bearing postage fully prepaid in Lansing, Michigan.

  
\_\_\_\_\_

Subscribed and sworn to before me,  
a Notary Public in and for said County,  
this 3rd day of June, 2002.

  
\_\_\_\_\_

Deann Baillargeon, Notary Public  
Ingham County, Michigan  
My Commission Expires: 2/16/03

**SERVICE LIST – MPSC CASE NO. U-12320**

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**STATE OF MICHIGAN**

**BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION**

In the matter, on the Commission's own motion,	)	
to consider Ameritech Michigan's compliance	)	
with the competitive checklist in Section 271 of	)	Case No. U-12320
the federal Telecommunications Act of 1996.	)	
_____	)	

**SBC AMERITECH MICHIGAN'S SUPPLEMENTAL REPORT  
ON THE LINE LOSS NOTIFICATION ISSUE**

Michigan Bell Telephone Company, d/b/a SBC Ameritech Michigan (hereafter "SBC"), respectfully submits this supplemental filing to provide the Commission and the parties to this docket with further information regarding the current status of SBC's successful efforts to resolve the line loss notification issue and provide an update on the actions SBC has taken since its previous filings on this issue. As previously stated, SBC had planned, with the final system deployment on May 4, 2002,<sup>1</sup> that this would be the final report. However, as discussed in more detail below, there were some situations encountered with this system change. SBC will file another report no later than July 1, 2002 to allow some time to provide assurance to the CLECs and this Commission that all issues have been resolved.

**I. UPDATE**

As previously reported, a Line Loss Notification Workshop for interested CLECs was held at Hoffman Estates, Illinois on March 13-14, 2002. Additional follow-up conference

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<sup>1</sup> SBC had originally planned to implement this system change on May 3, but due to system constraints it was implemented on May 4<sup>th</sup>.

calls were held on May 17 and 30, 2002<sup>2</sup>. The agenda topics for the May 17<sup>th</sup> conference call included the following:

- Provide an update on enhancements to the Line Loss process.
- Re-review the database scans and the telephone number (“TN”) analysis.
- Plan for account reconciliation.

A copy of the Accessible Letter (CLECAM02-209) that announced the May 17 call is attached hereto as Attachment A. The agenda topics for the May 30<sup>th</sup> conference call included the following:

- Review results of the revalidation process.
- Outline process to obtain ACIS snapshot for account reconciliation.

A copy of the Accessible Letter (CLECAM02-216) that announced the May 30 call is attached hereto as Attachment B.

#### **A. Partial Migrations**

As updated in the May 1, 2002 report, the cross-functional team identified an issue with the following order scenario: (1) a Disconnect (“D”) Order would be issued to take out the 10 line account for CLEC A, and (2) an "N" Order would be issued to re-establish the 7-line account for CLEC A, and (3) another “N” Order would be issued to establish the 3-line account for CLEC B. The MOR/Tel system change request for this scenario was implemented on May 4, 2002. However, there were two situations encountered with this change where the line

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<sup>2</sup> The first follow-up conference call was held on April 30, 2002, as reported in SBC’s May 1, 2002 Update.

loss notifiers were not appropriately generated on an intermittent basis. In one situation of a partial migration of a main TN,<sup>3</sup> which results in a restructure of the account by changing one of the auxiliary TNs into the main TN, a line loss was not sent. The second situation impacted was for multi line account migrations (both full and partial). For the period impacted (May 4 - 29), the total number of service orders impacted was just over 5,000 and the number of TNs was approximately 8,500.<sup>4</sup> These will be reflowed with all appropriate TNs lost by June 5, 2002.

Thus, although it was SBC's belief that the May 4, 2002 system enhancement would address fully the identified line loss issues, based on the situations encountered, additional system changes were required which will be implemented by June 3, 2002. The process will now be monitored to ensure continued accuracy.

## **B. Winbacks**

As updated in the May 1, 2002 report, the manual processing for winbacks is no longer necessary after the successful implementation of the April 24, 2002 Uniform and Enhanced OSS Plan of Record release. The process by which SBC retail operations manually created a list of service orders to fax to the Local Service Center ("LSC") and the LSC had responsibility for inputting these disconnected numbers into MOR/Tel was discontinued with

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<sup>3</sup> The main telephone number of an account is also referred to as the Billed Telephone Number or "BTN". It is this telephone number that SBC's systems key on for billing/account setup purposes. All other working telephone numbers associated with the main number are referred to as auxiliary telephone numbers.

<sup>4</sup> To put these numbers into perspective, SBC notes that, on an average daily basis, around 12,000 service orders result in line loss notifications. Thus, for the 17 business day period referenced above, SBC Ameritech processed approximately 204,000 line loss notifications successfully.

this release. The process is now mechanized. A Field Identifier (FID) placed on the order flags that a CLEC line has been lost and drives the identification of the losing CLEC to initiate a Line Loss Notification. That is, the retail service representative who is handling the winback order adds this Winback FID to the order.<sup>5</sup> There was some concern expressed by one CLEC that the new process (service representative adding this FID to the order) is still a manual process. That concern has been addressed as there are mechanical edits added to this process to ensure that this FID is appropriately included before the service order can continue to process downstream. The system recognizes this FID and as a result of finding the FID, sends the loss notifier via the send mode indicated by the CLEC on its 13-state profile

## **II. WORKSHOP ACTION ITEMS AND CROSS FUNCTIONAL TEAM RESULTS**

One item that surfaced during the March 13-14, 2002 Line Loss Notification Workshop was the concern that the losing CLEC has received a line loss notification but is still receiving the daily usage extract information and potentially still being billed. The follow-up investigation focused on potential FID mismatches for ZBU (business unit) and ZULS/RSID (UNE-P/Resale).<sup>6</sup> Scans of the ACIS database in all five states that comprise the SBC Ameritech region were performed. These scans provided a list of mismatched ZBU/ZULS/RSID FIDs by segment and working telephone number (WTN). These scans were completed on April

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<sup>5</sup> Within retail, there is one set of service representatives that are dedicated to handling any winback orders; thus, all of these order types are handled in a consistent fashion.

<sup>6</sup> Each of these FIDs on an order drive different activities and should all point to the same CLEC.

10, 2002. While all scans are being double-checked for accuracy, the present results indicate that less than 0.05% (out of almost 2 million records) were mismatched. These “mismatched” records were corrected by May 10, 2002. Again, as mentioned in previous update in order to prevent future mismatches, a system edit to check the FIDs before processing the service orders was implemented on April 6, 2002.

As to the database reconciliation, SBC feels the best tool to use will be the ACIS database and has discussed that process with the CLECs. A snapshot of ACIS will be available to the CLECs by mid-June. This process can be made available monthly if requested. SBC will assist the CLECs with questions regarding particular customers arising out of the reconciliation.

#### **A. Cross-Functional Team Continuing Actions**

As previously stated, SBC established a cross-functional team to analyze the line loss notification process on a continuous basis to ensure loss notifications are correct and complete and that any defects noted in the process are corrected for the future. This team (and its mission) has been described since SBC's filing in December 2001 and is continuously refined and improved, as necessary, to ensure this important issue is fully addressed. This team is continuing to function and analyze losses to detect potential errors.

### **III. ADDITIONAL ACTIVITIES**

Additional activities include the following:

- Individual discussions with several CLECs have continued and analysis of continuing issues is encouraged. Three CLECs provided specific examples of

TNs. These TNs were researched and a matrix developed with detailed information for each of the CLECs. This information was provided to the participating CLECs on May 28, 2002.

- Upon further review, it was determined some line loss notifications had not been included in the reflow efforts due to the fact that the service orders were not in completion status at the time of analysis. Some CLECs did request these to be reflowed and this was also accomplished in May. All reflow efforts, with the exception of the partial migrations activities discussed above, were completed in May.
- Once database reconciliation is achieved, SBC will also discuss any billing discrepancies and make appropriate adjustments. As mentioned previously, this information will be available to CLECs upon request by mid-June.
- Additional service representative training has been developed and began the week of May 26 on the Line Loss Notification process with all appropriate service representatives. This training also includes a “pass/fail” test for each of the trained service representatives.
- The performance measurement MI 13 is being reviewed as part of the performance measurement six-month review process that is currently ongoing. Also, in the ICC Order for Docket #01-0160, the Illinois Commerce Commission directed that PM MI 13 be redesigned to address the issues identified by its staff and to provide reports describing our efforts in correcting the issues with MI 13.
- In the KPMG Consulting OSS Test, Observation #94 identified some concerns with the Line Loss Notification process. Ameritech has responded to this item and is waiting for KPMG Consulting to retest.

#### **IV. CONCLUSION**

SBC reiterates that it fully recognizes the importance of accurate and timely line loss notifications. SBC has dedicated, and continues to dedicate, all necessary resources to address this issue, which will continue until all of the identified issues surrounding the line loss notifier process are resolved. All line loss issues that were previously identified were to be corrected by May 4, 2002, and all the corrections identified from the FID mismatch issue completed by May


10, 2002. It was SBC's belief that this final system enhancement would address fully the identified line loss issues. However, based on the situations encountered with the May 3 release, additional changes were required which will be implemented by June 3, 2002. The process will now be monitored to ensure continued accuracy.

SBC continues its commitment to provide updated information to the Commission and to the affected CLECs on its efforts to completely resolve any identified problems with line loss notifications. SBC will provide a report confirming that all identified line loss issues have been fully addressed by July 1, 2002.

Respectfully Submitted,

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Dated: June 3, 2002

LANSING 34060-104 297863



Date: **May 16, 2002**

Number: **CLECAM02-209**

Effective Date: **May 17, 2002**

Category: **All**

Subject: **(MEETING) Discussion Materials for the Follow-up Conference Call on Line Loss Notification Workshop**

Related Letters: **CLECAM02-077, CLECAM02-085, CLECAM02-092, CLECAM02-123, CLECAM02-133, CLECAM02-153, CLECAM02-170, CLECAM02-175**

Attachment: **Yes**

States Impacted: **Ameritech Region**

Response Deadline: **NA**

Contact: **CLEC User Forum Mailbox at [sbccuf@msg.pacbell.com](mailto:sbccuf@msg.pacbell.com)**

Conference Call/Meeting: **Conference Call**

Date/Time: **Friday, May 17<sup>th</sup>  
10:00 AM – 12:00 PM CDT**

Bridge: **800-215-4958**  
Passcode: **9258235861#**

RSVP to: [sbccuf@msg.pacbell.com](mailto:sbccuf@msg.pacbell.com)

By: **May 13, 2002**

This Accessible Letter provides the documentation for the follow-up conference call on loss notifications as specified in Accessible Letter **CLECAM02-175**. The purpose of this call is to:

- Provide an update on enhancements to the Line Loss process
- Re-review the database scans and the TN analysis
- Plan for account reconciliation.

To facilitate some of the discussion, attached is a summary of the logic for the database scans and an updated spreadsheet for the results of the database scans.

Logistics for this conference call are above. Please refer any questions to the CLEC User Forum mailbox at the address provided above.

#### Attachments



SCAN LOGIC  
DETAILS.doc



"Line Loss Billing  
5-10-02.xls"

# **SCAN LOGIC DETAILS**

## **1. ACIS SCAN MISMATCH ZBU and ZULS/RSID**

Scan ACIS for mismatches between data content on the FIDs RSID & ZBU and ZULS & ZBU. The data content ('ACNA' and type of business) in the ZBU needs to match what is in the RSID and ZULS on the same account. Below are two sets of examples both good and mismatched. The scan should report accounts that **are** mismatched. Examples are provided for reference. The good examples are not to be reported, but are for reference. On the scan provide the ATN and what the mismatch is.

### **GOOD EXAMPLES:**

#### **Resale account**

ZBU II, RSL-XXX  
RSID XXX

#### **UNE-P accounts**

ZBU II, CPO-XXX  
ZULS XXX  
or  
ZBU II, UNB-YYY  
ZULS YYY

### **MISMATCH EXAMPLES:**

#### **Resale accounts**

ZBU II, RSL-ABC  
RSID CBA  
or  
ZBU II, CPO-ABC  
RSID CBA  
or  
ZBU II, CPO-ABC  
RSID ABC

#### **UNE-P accounts**

ZBU II, CPO-ABC  
ZULS CBA  
or  
ZBU II, UNB-DEF  
ZULS FED  
or  
ZBU II, RSL-DEF  
ZULS FED  
or  
ZBU II, RSL-ABC  
ZULS ABC

## **2. Match Network to ACIS**

Scan the ACIS database for each state, creating a list of WTNs and the following conditions:

- a. CPO WTNs showing an originating trigger USOC "TGROH" and a terminating trigger USOC "TGRTA."
- b. Non-CPO WTNs showing an originating trigger USOC "TGROH" or a terminating trigger USOC "TGRTA."
- c. WTNs missing the originating trigger USOC, the terminating trigger USOC, or both.

Send the lists for "Conditions a and b" to Network. Network personnel compares the ACIS lists to the network to see if there are any mis-matches and adds triggers where missing or deletes them where not appropriate.

To correct "Condition c", each WTN must be investigated manually, checking for an outstanding order and consulting a list of conditions under which the triggers should be there. When it is determined that trigger USOCs are needed, a "C" order is to be issued to add the triggers. Network will add the triggers mechanically from the service order.

### Line Loss UNE-P Billing Analysis

[illegible]



Date: **May 20, 2002**

Number: **CLECAM02-216**

Effective Date: **NA**

Category: **All**

Subject: **(MEETING) Follow-up Conference Call on Line Loss Notification Workshop**

Related Letters: **CLECAM02-077, CLECAM02-085,  
CLECAM02-092, CLECAM02-123,  
CLECAM02-133, CLECAM02-  
153, CLECAM02-170, CLECAM01-175,  
CLECAM02-209**

Attachment: **No**

States Impacted: **Ameritech Region**

Response Deadline: **NA**

Contact: **CLEC User Forum Mailbox at  
[sbccuf@msg.pacbell.com](mailto:sbccuf@msg.pacbell.com)**

Conference Call/Meeting: **Conference Call**

Date/Time: **Thursday May 30<sup>th</sup>  
10:00 AM – 12:00 PM CDT**

Bridge: **800-215-4958  
Passcode: 444888#**

RSVP to: [sbccuf@msg.pacbell.com](mailto:sbccuf@msg.pacbell.com)

By: **May 28, 2002**

As committed during the Line Loss Notification conference call on May 17, SBC will host an additional follow-up conference call on May 30, 2002 at 10:00 AM CDT. The purpose of this call is to:

- Review results of the revalidation process
- Outline process to obtain ACIS snapshot for account reconciliation.

Any necessary documents will be sent via accessible letter prior to the meeting.

Logistics for this conference call are above. Please refer any questions to the CLEC User Forum mailbox at the address provided above.